

Massachusetts E-Licensing and ePermitting ACA Reference Guide

The screenshot shows the homepage of the Massachusetts eLicensing and ePermitting Portal. At the top, there is a navigation bar with links for "State Offices & Courts", "State A-Z Topics", "State Forms", and "Accessibility FAQs". Below this is the state seal and the text "An Official website of the Commonwealth of Massachusetts". The main heading is "eLicensing and ePermitting Portal". There are links for "Announcements", "Accessibility Support", "Register for an Account", and "Login". A help section provides contact information for the ePLACE Help Desk Team. A navigation menu includes "Home", "Manage Licenses & Permits", and "File & Track Complaints". The main content area features a "Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal" message, followed by a list of services for licensees and applicants, and a list of services for consumers and the general public. On the right side, there is a "Login" form with fields for "User Name or E-mail" and "Password", a "Login" button, and a "Remember me on this computer" checkbox. Below the checkbox are links for "I've forgotten my password" and "New Users: Register for an Account".

Mass.gov State Offices & Courts | State A-Z Topics | State Forms | Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

eLicensing and ePermitting Portal

[Announcements](#) | [Accessibility Support](#) | [Register for an Account](#) | [Login](#)

Need Help? Call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 a.m. and 5:00 p.m. EST Monday-Friday, with the exception of all Commonwealth and Federal observed holidays. If you prefer, you can also e-mail us at ePLACE_helpdesk@state.ma.us

[Home](#) | [Manage Licenses & Permits](#) | [File & Track Complaints](#)

Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal

The Commonwealth of Massachusetts is pleased to offer access to many licensing and permitting services online. With this Portal, the Commonwealth hopes to help deliver more efficient, convenient, and interactive e-government services.

Options for Licensees & Applicants:

- Apply for, Renew, or Amend a License or Permit Application
- Make Required Payments Online

Options for Consumers and the General Public:

- Check License Status for a Particular Individual or Business Licensee
- Conduct a General or Specific Search of Licensees

Login

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

Table of Contents

1.	Introduction	2
	1.1 Massachusetts Enterprise eLicensing	2
2.	eLicensing and ePermitting Basics	2
	2.1 Registering for an eLicensing and ePermitting Portal Account	2

1. Introduction

1.1 Massachusetts Enterprise eLicensing

The Commonwealth of Massachusetts eLicensing and ePermitting Portal (the Public Portal) serves as an online portal for the Public to interact with the Division of Professional Licensure (DPL) and Alcoholic Beverages Control Commission (ABCC). The Commonwealth of Massachusetts eLicensing and ePermitting Portal provides capabilities to request new permits and licenses, renewing existing permits and licenses, and upload documentation.

The purpose of this Guide is to introduce you to the Commonwealth of Massachusetts eLicensing and ePermitting Portal. This Guide provides instructions on how to access and navigate a variety of functions within the system.

2. eLicensing and ePermitting Basics

2.1 Registering for an eLicensing and ePermitting Portal Account

Visitors to the Public Portal must create an account in order to access many system features. Creating an account is quick and easy while allowing for immediate access to the system.

Note: Only individuals may register for a Public portal account. Businesses or other entities are not eligible for an account.

1. Navigate to the [Massachusetts eLicensing and ePermitting website](#).
2. In the Login box, click **New Users: Register for an Account**.

[Announcements](#) | Accessibility Support | [Register for an Account](#) | [Login](#)

Need Help? Call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 a.m. and 5:00 p.m. EST Monday-Friday, with the exception of all Commonwealth and Federal observed holidays. If you prefer, you can also e-mail us at ePLACE_helpdesk@state.ma.us

Home Manage Licenses & Permits File & Track Complaints

Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal

The Commonwealth of Massachusetts is pleased to offer access to many licensing and permitting services online. With this Portal, the Commonwealth hopes to help deliver more efficient, convenient, and interactive e-government services.

Options for Licensees & Applicants:

- Apply for, Renew, or Amend a License or Permit Application
- Make Required Payments Online

Options for Consumers and the General Public:

- Check License Status for a Particular Individual or Business Licensee
- Conduct a General or Specific Search of Licensees

Login

User Name or E-mail:

Password:

Remember me on this computer

New Users: Register for an Account

3. Review the terms. Select the "I have read and accepted the above terms" checkbox and click **Continue Registration**.

The screenshot shows the 'Account Registration' page. At the top, there are navigation tabs: 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. Below the tabs, the heading 'Account Registration' is followed by the instruction: 'You must provide the following information to open an account:'. A list of required information includes 'User Name and Password', 'Contact Information', and 'E-mail'. Below this, it says 'Please review and accept the terms below to proceed.' A scrollable text box contains the terms and conditions, starting with 'In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:'. The first term is '1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might be...'. Below the terms, there is a checkbox labeled 'I have read and accepted the above terms' which is highlighted with a red box. Below the checkbox is a button labeled 'Continue Registration »'.

4. Complete the Login Information section by entering information in the required fields. The required fields are denoted by an asterisk.

The screenshot shows the 'eLicensing and ePermitting Portal' page. At the top, there is a navigation bar with 'Mass.gov' and links for 'State Offices & Courts', 'State A-Z Topics', 'State Forms', and 'Accessibility FAQs'. Below the navigation bar, there is a header section with the state seal and the text 'An Official website of the Commonwealth of Massachusetts'. The main heading is 'eLicensing and ePermitting Portal'. Below the heading, there is a help section: 'Need Help? Call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 a.m. and 5:00 p.m. EST Monday-Friday, with the exception of all Commonwealth and Federal observed holidays. If you prefer, you can also e-mail us at ePLACE_helpdesk@state.ma.us'. There are links for 'Announcements', 'Register for an Account', and 'Login'. Below the help section, there are navigation tabs: 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. The main content area is titled 'Account Registration for the Commonwealth of Massachusetts eLicensing and ePermitting Portal' and 'Enter / Confirm Your Account Information'. Below this, there is a section for 'Login Information' with a note '* indicates a required field.' The fields are: '* User Name:', '* E-mail Address:', '* Password:', '* Type Password Again:', '* Select a Security Question:', and '* Answer:'. Each field has a help icon (question mark in a circle). Below the 'Login Information' section is a section for 'Contact Information'.

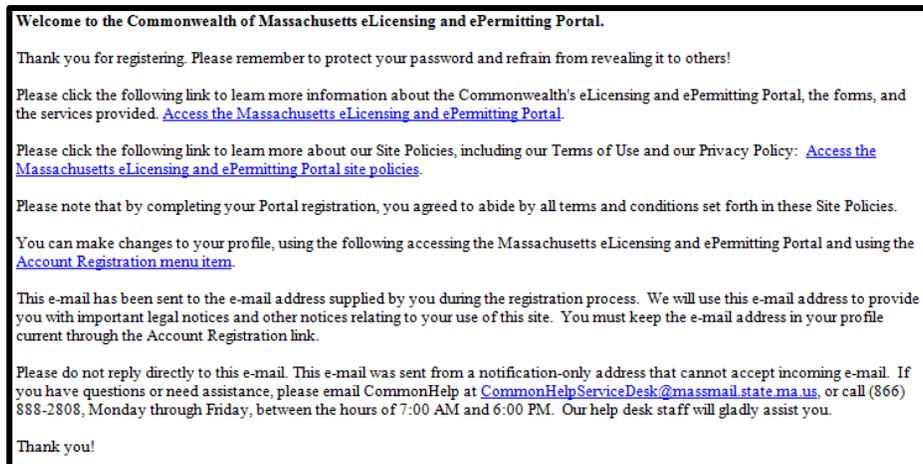
- The Password must meet the requirements of containing:
 - A minimum of 8 characters
 - At least 1 upper-case letter
 - At least 1 number
 - At least 1 special character
 - User ID cannot be part of the password.
 - Cannot be any of your previous 15 password(s)
 - Cannot be a password that you have used previously
- 5. Click **Add New** in the Contact Information page, a pop-up window will open.
- 6. Complete the **Contact Information** section by entering information in the required fields. The required fields are denoted by an asterisk.
- 7. Click **Save and Close**
- 8. Click **Continue Registration** on the Account Registration page.
- 9. You will receive the following message: "Congratulations. You have successfully created an account with the Commonwealth of Massachusetts eLicensing and ePermitting Portal. You will receive a confirmation by e-mail."

Reminder: If you are a current license or permit holder, you must link this Portal account to your record before you can complete transactions such as a renewal or amendment.

10. Click on the **Home** tab to login and continue.



11. You will receive an email with a subject of "Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal".



12. If a user wishes to link an existing license or permit to an account, refer to the ***Linking a License or Permit to an Account*** section of this document.